



Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

Rolling Perspective

News from the Office of Access and Functional Needs

June 2017

Issue 5

Welcome to *Rolling Perspective*, the quarterly newsletter by the Office of Access and Functional Needs (OAFN) aimed at keeping you informed and up to date on the great work our office does! Rolling Perspective highlights our efforts to integrate access and functional needs (AFN) within the State's emergency management systems.

In previous issues, readers have heard directly from us about our integration efforts. In this issue, readers will hear from us regarding the release of important guidance to address AB 2311 and the success of the recently held Getting It Right workshops, but then you'll hear from our greatest resource – our partners!

We invite you to read and enjoy as our partners describe the work they do and how we collaborate and support one another to ensure the needs of California's whole community are addressed, integrated and met!



Photo Collage of Meetings with Partners

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Message from the Chief

Since the beginning of the year, California has had four presidentially designated disasters and nearly each of the state's 58 counties have declared emergencies. Yes, 2017 has been a wild ride! Given the scope and scale of what Californians have endured, not to mention the stress placed upon our emergency management system, it has been marvel to witness, first-hand, just how resilient the Golden State is becoming.



Photo Collage of Presentations

Through it all – the declarations, the evacuations, the sheltering operations and the recovery – I'm proud to say that our state has maintained a continued focus on the whole community. Indeed, at each stage of the disaster management process, emergency managers, first responders and our public and private sector partners have been quick to focus on access and functional needs. And, while that doesn't mean there haven't been gaps, it means that, through a deliberate and collaborative process, the state has come together and strived to identify, address and meet the access and functional needs-related considerations associated with each of the disasters we've faced.

As we move into the second half of the year, and with fire season now upon us, we don't know exactly which disasters lay ahead. We do, however, know that no matter what may come; we will face it with the optimism made possible from knowing that the state's commitment to

whole community integration remains steadfast and that the determination needed to ensure that, when it comes to meeting access and functional needs – we can do great things!

Guidance released to implement AB 2311

In September 2016, the California legislature passed and the Governor signed AB 2311 (Brown, Chapter 520, Statutes of 2016) which added California Government Code section 8593.3. This law requires counties and cities to further integrate access and functional needs components into their respective emergency plans upon the next update. These components include:

- Emergency **communications**;
- Emergency **evacuation**; and
- Emergency **sheltering**

California Government Code section 8593.3 defines "access and functional needs " to mean individuals who have developmental, intellectual or physical disabilities, chronic conditions, injuries, limited English proficiency and persons who are older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit and those who are pregnant.

The California Governor's Office of Emergency Services (Cal OES) is committed to promoting integration and access in emergency management and planning for the state's whole community. As such, the Cal OES Office of Access and Functional Needs developed [guidance](#) to assist emergency planners as they incorporate the above components into the jurisdictions' emergency plan. We hope you find the guidance to be a helpful resource as you work to ensure your respective plans integrate access and functional needs.

We appreciate our partners and the key roles you play in integrating the needs of the whole community within the preparedness, planning and response initiatives we implement throughout California.

We look forward to working with you to support you in this planning effort.

Getting It Right Workshops

One of the essential primary elements of emergency management is an unwavering commitment to providing equal, accessible, quality service to every individual impacted by disaster. In order to ensure considerations for individuals with disabilities and access and functional needs are addressed before, during and after disasters; communities must be forward-leaning and diligent in recruiting and involving disability advocates and disability

community leaders as integral partners in improving how they integrate whole community needs.

To achieve this goal, the California Governor's Office of Emergency Services (Cal OES) and our partners at the Pacific ADA Center, the Partnership for Inclusive Disaster Strategies, the California Foundation for Independent Living Centers, Portlight Inc. and the American Red Cross sponsored two one-day Getting It Right workshops in California.



Vance Taylor, Marcie Roth, Lewis Kraus, Paul Timmons and Roxann Crawford

The workshops took place on June 6th in Irvine and June 8th in Sacramento. In total, over 350 emergency managers, disability leaders and first responders from across California came together for important discussions on inclusive disaster strategies.

At Getting It Right, we fostered an environment of trust and understanding vital to advancing the mission of access and functional needs throughout California and identified the barriers to fully integrating disaster services while paving the way to overcome the problems of yesterday so we can succeed today. In short, we became better prepared to face natural or man-made events and more enabled, as a whole community, to respond and recover together.

And that makes for a safer, more resilient California.

Copies of the combined agenda for each event as well as the presentation slides can be accessed via the [AFN Library](#) section of the OAFN website.



Getting it Right Sacramento



Getting it Right Irvine

Partner Spotlights

The success of OAFN lies in its partnerships. These partnerships have culminated into improved response efforts, planning guidance, trainings, and various outreach events, speaking engagements, and presentations about integrating access and functional needs for the whole community. Several of our partners will offer perspectives on OAFN's integration efforts and commitment to the whole community.

Response**FREED Center for Independent Living, contributed by Ana Acton, Executive Director**

During February 2017, approximately 188,000 people downstream from the Oroville Dam evacuated their homes and communities after heavy rains eroded the emergency spillway. As a local Independent Living Center serving individuals with disabilities in two of the evacuated counties, all of our staff at FREED refocused our efforts to support the evacuation. As Executive Director, I was stationed in the Yuba County Emergency Operations Center, which is a great example of how FREED partnered with local government and the CalOES Office of Access and Functional Needs to support individuals with access and functional needs during the evacuation of the affected areas.

Reflecting back on this experience, FREED appreciates the opportunity to have partnered with OAFN. While it was traumatic and stressful for those evacuated, we learned many important lessons. Two critical unmet needs were accessible transportation to shelters and access to personal care attendants and equipment to assist individuals with activities of daily living. Partnerships and agreements with local Paratransit and In-Home Supportive Services can go a long way in meeting these needs during future events. Some counties are now assigning an Access and Functional Needs station in their command centers permanently. This is a step in the right direction to integrate the needs of individuals with disabilities and we hope more counties will follow suit. We also learned that FREED can improve in encouraging our consumers to take personal steps to plan for their own safety during emergency evacuations.

As an Independent Living Center, we understand the importance of preparation and planning for these events. The Oroville Dam incident provided an opportunity for a large-scale, real-world evacuation drill, which highlighted preparedness gaps and brought forth solutions to benefit the whole community.

American Red Cross, contributed by Denise Everhart, Division Disaster Executive



The American Red Cross' (Red Cross) policy on inclusion can be summed up by the phrase: "Everyone is Welcome". Everyone means exactly that....EVERYONE! It is the Red Cross' policy to ensure that all disaster services are provided in an accessible manner to everyone including those with disabilities and others with access and functional needs. Further, the provision of sheltering and related services in an integrated setting is absolutely paramount to successfully sheltering and caring for the whole community.

We work closely with our partners at Cal OES and specifically with the Office of Access and Functional Needs before, during and after disasters to ensure that we are addressing any unmet needs at our shelters and service delivery sites.

The work done by Red Cross and the Office of Access and Functional Needs is a great example of the power of partnership. In the midst of responding to the Oroville Dam evacuation, both agencies worked together to ensure that Red Cross shelters were not only ADA compliant, but that they had supplies and/or staffing to support shelter clients with disabilities and others with access and functional needs. We also worked closely with our Mass Care partners at all levels to distribute information about shelter accessibility within the affected areas.



Denise assisting a disaster survivor

Individuals with access and functional needs, including those with disabilities, are always welcome and accepted in Red Cross shelters. Guided by the Red Cross – Red Crescent movement and fundamental principles of Humanity and Impartiality, no one shall ever be turned away, excluded or segregated based on a protected class status. The Red Cross is proud to partner with the Office of Access and Functional Needs to ensure our communities are inclusive, prepared and resilient!

Planning & Guidance

California Department of Social Services, contributed by Steve Brooks, Emergency Services Coordinator



California's catastrophic disaster planners have been extremely busy this year. Planners are in the final stages of completing the Northern California Catastrophic Flood Response Plan (NCCFRP), a new, State-led catastrophic plan, which is the culmination of years of effort and coordination. Meanwhile, because of the recent Oroville Dam Spillway threat, planners were tasked with completing yet another catastrophic plan, only this time, in a matter of days! The California Department of Social Services, Disaster Services Bureau (DSB) is the Emergency Support Function 6 (Mass Care and Shelter) Lead Department for emergency management in California. As such, the DSB is tasked with coordinating the ESF6 planning effort for these large-scale plans. Staff worked around the clock, balancing response coordination with planning efforts to build upon the NCCFRP to quickly create a functional response plan for a dam failure inundation scenario.



Oroville Dam Planning Session



LaCandice Ochoa, OAFN Program Manager working with Mass Care and Shelter partners in State Operations Center

Yet another ongoing project for catastrophic planners is the initial phase of updating the Southern California Catastrophic Earthquake Response Plan. Catastrophic planning requires coordination with local, state, and federal government agencies as well as numerous NGOs and other stakeholders to prepare for the worst threats facing California. Effective planning hinges on synchronization of effort, and the DSB depends on the ESF6 stakeholders like the Office of Access and Functional Needs (OAFN) to provide direction and input. One of ESF6's primary responsibilities, in addition to sheltering and feeding, is support for individuals with disabilities and others with access and functional needs. The ESF6 stakeholders rely on the Cal OES OAFN to provide input and coordinate with their network of partners to integrate this activity into every aspect of a catastrophic response. Thank you to the Cal OES OAFN for providing such incredible leadership in this arena!

Los Angeles County Office of Emergency Management, contributed by Sinan Khan



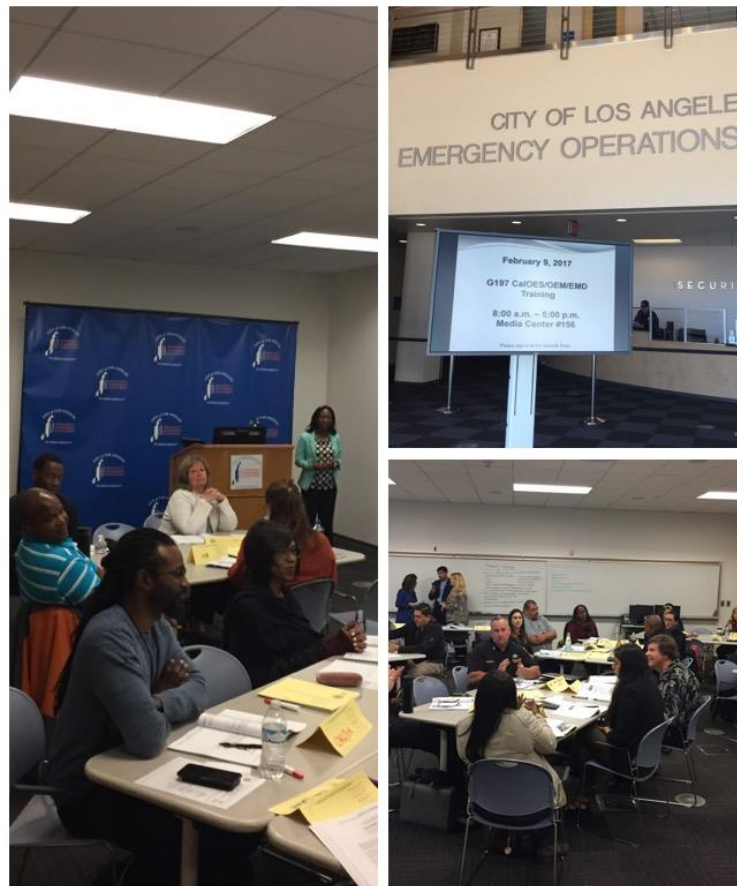
Los Angeles County is committed to practicing inclusive emergency planning so that needs of people with disabilities and others with access and functional needs (DAFN) are taken into account before, during and after an emergency. As the county's Access and Functional Needs Coordinator, my role is to work with 35 county departments and various commissions to integrate DAFN planning into all emergency planning efforts and incorporate accessibility criteria when seeking funding to acquire, update, or improve emergency planning and response capabilities.

The county's current priorities to make emergency management more inclusive fall into nine overarching categories. These include:

1. **Policy**
2. **Mass Care and Sheltering**
3. **Network Building**
4. **Community Education**
5. **Communications**
6. **Evacuation and Transportation**
7. **Recovery**
8. **Annex Updates:** and
9. **Drills and Exercises.**

In order to accomplish its objectives across these nine overarching areas, the county relies heavily on strong support from the City in the Operational Area (OA) as well as the State. The

Cal OES Office of Access and Functional Needs (OAFN) has continued to be a strong partner for the county. Vance Taylor, Chief, OAFN and his team have made several trips to the county to educate county and OA Emergency Planners, Executive Leadership and non-Government stakeholders on lessons learned during various fires and floods in Northern California. In addition, the county also assisted the state in review of the G197 course and partnered with the state and the City of Los Angeles Emergency Management Department to bring the course to Southern California. The county also acts as a force multiplier for the state by working with all OA partners to incorporate DAFN related assets into the [Cal OES Access and Functional Needs Web Map](#).



G197 Course in Los Angeles

Leaning forward, the county has created a new committee, Inclusive Emergency Management Advisory Council, in order to bring together DAFN stakeholders to advocate for fully inclusive emergency plans with consideration for the preparedness, response and recovery needs of all Angelinos through inclusive community partnerships. The committee is co-lead by a county department and a DAFN stakeholder organization on a rotating basis. The State and the City of Los Angeles have been strong partners in the development of this body and continue to be members on it.

Community Engagement

City of Los Angeles Emergency Management Department, contributed by Robbie Spears, DAFN Citywide Sustainment Coordinator



I serve as the Disability Access and Functional Needs (DAFN) Citywide Sustainment Coordinator for the City of Los Angeles. Since joining the city's team in September 2016, I've worked to develop strong partnerships with the emergency managers and ADA coordinators throughout the Southern Region. I've also continued to build on our partnership with the state by collaborating closely with Cal OES' Office of Access and Functional Needs. These partnerships have been essential in the city's effort to use the foundation of inclusive emergency management that we've built between 2009 – 2016 and leveraging it to develop a framework of sustained innovation. A key step in that process came on January 24, 2017 when we organized our first "State of DAFN Planning in LA".

Like our Mayor's "State of the City", or the Governor's "State of the State", the purpose of our meeting was to gather advocates, community organizations, and city family all into one space to celebrate the accomplishments of the previous year and to look forward with pragmatic optimism to the year ahead. Vance Taylor (Chief, OAFN) provided the state-level perspective on inclusion followed by Sinan Khan (ADA Coordinator, County of Los Angeles Office of Emergency Management) who outlined the work being done to integrate planning at the county level. I then addressed what was being accomplished within the city. It was a great meeting with over 50 stakeholders represented!



Robbie Spears, Vance Taylor and Sinan Khan

The city appreciates our partnership with OAFN and we look forward to continuing to support one another in our respective working groups, committees and our overall efforts to collaboratively meet the needs of the whole community. In the past few months alone, we co-hosted the state's G197 training course on inclusive emergency planning, partnered on a Resilience and Continuity Workshop for organizations that serve people with disabilities and others with access and functional needs, and we are formalizing our quarterly Southern Regional DAFN Emergency Coordinator meetings.

Ours is a proven partnership with proven results and many more successes on the horizon.

Department of Developmental Services, contributed by Tamara Rodriguez, Officer, Emergency Preparedness & Response



The Department of Developmental Services serves approximately 290,000 individuals with developmental and intellectual disabilities throughout California's 58 counties. The uniqueness of our department, and my area specifically, is working and building partnerships with twenty-one (21) regional centers, three (3) developmental centers and one (1) state operated community facility that provide services and supports to 290,000 individuals. Partnerships are what make me as DDS' Emergency Manager successful in my job. Working together as a team and understanding the vulnerabilities and gaps identified remains the focus and learning from past emergencies and/or disasters provides us the roadmap needed to continue working on strengthening our system as a whole.

Together we strive to educate and ensure that individuals served have opportunities to remain in a "state of individual readiness". Due to the vast majority of specialized needs, my efforts focus on training, education, and ongoing communication with all levels of emergency personnel both county and state, which leads me to the great appreciation and connection DDS has with the Governor's Office of Emergency Services, Office of Access and Functional Needs (OAFN) Chief Vance Taylor! When Vance joined CalOES, it didn't take long for me to see that he was committed to affecting change for individuals with disabilities impacted by disasters and I was excited to join in his partnership. He has already implemented some great tools, resources, and processes and is always striving in looking forward to what is next!

Personally, I am grateful for the partnerships, relationships, processes and ongoing communication that OAFN maintains throughout the State and that have proven repeatedly to directly benefit those with disabilities before, during, and after disasters. It is refreshing to know that when something terrible is happening in California, the office is always ready and gearing up to take action to ensure we are doing everything we can to support the health and safety of individuals impacted and assisting those who may need additional supports.

OAFN's advocacy, hard work, support, and continued focus on inclusiveness for the whole community is greatly appreciated. I am happy to be a part of "One team. One fight!"

NorCal Services for Deaf and Hard of Hearing, contributed by Molly Bowen, Program Manager



Molly instructing in ASL during Sacramento training



DRI Training Course Slide

Our partnership with OAFN began with Richard Devylder shortly after the creation of the office in 2008. As a social services and advocacy organization “of, by and for” the deaf and hard of hearing community and 1 of 8 non-profit organizations providing Deaf Access Program (DAP) services, our organization has extensive experience dealing with access issues during declared emergencies from the 1996 Sacramento floods to the 2007 San Diego wildfires.

In 2009, NorCal developed the Disaster Response Interpreter (DRI) training curriculum in collaboration with OAFN, the American Red Cross and the California Specialized Training Institute to credential certified sign language interpreters. The DRI program provides for the deployment of sign language interpreters to press conferences and shelters, when requested, during the time of a declared emergency.

NorCal and OAFN continue to host trainings throughout California to maintain the pool of DRI interpreters, including ones we did in Anaheim in February and one in San Diego in March. NorCal also provides training in other states wanting to model the training for their states, including an upcoming training for Wisconsin.

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